

FIG. 1

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graph TD
    100[CUSTOMER REQUESTS WEB PAGE] --> 200{ARE THERE COOKIES ?}
    200 -- NO --> B((B))
    B --> 240[DELIVER COOKIES WITH CUSTOMER INFORMATION TO CUSTOMER]
    200 -- YES --> 205[OBTAIN ALL INFORMATION FROM COOKIES]
    205 --> 210{IS THERE ADDITIONAL CUSTOMER INFORMATION IN THE SERVER?}
    210 -- YES --> 215[OBTAIN ALL CUSTOMER INFORMATION AND PROVIDE ASSISTANCE AS DICTATED BY PROFILE]
    215 --> 220[ADD CUSTOMER INFORMATION FROM THIS SESSION TO COOKIES OR SERVER]
    210 -- NO --> 225{IS THERE SUFFICIENT INFORMATION ON THE CUSTOMER ?}
    225 -- YES --> 215
    225 -- NO --> 230[PROVIDE ASSISTANCE PER FIGURES 3-8]
    230 --> 235[UPDATE COOKIES]
  
```

FIG. 2

FIG. 2

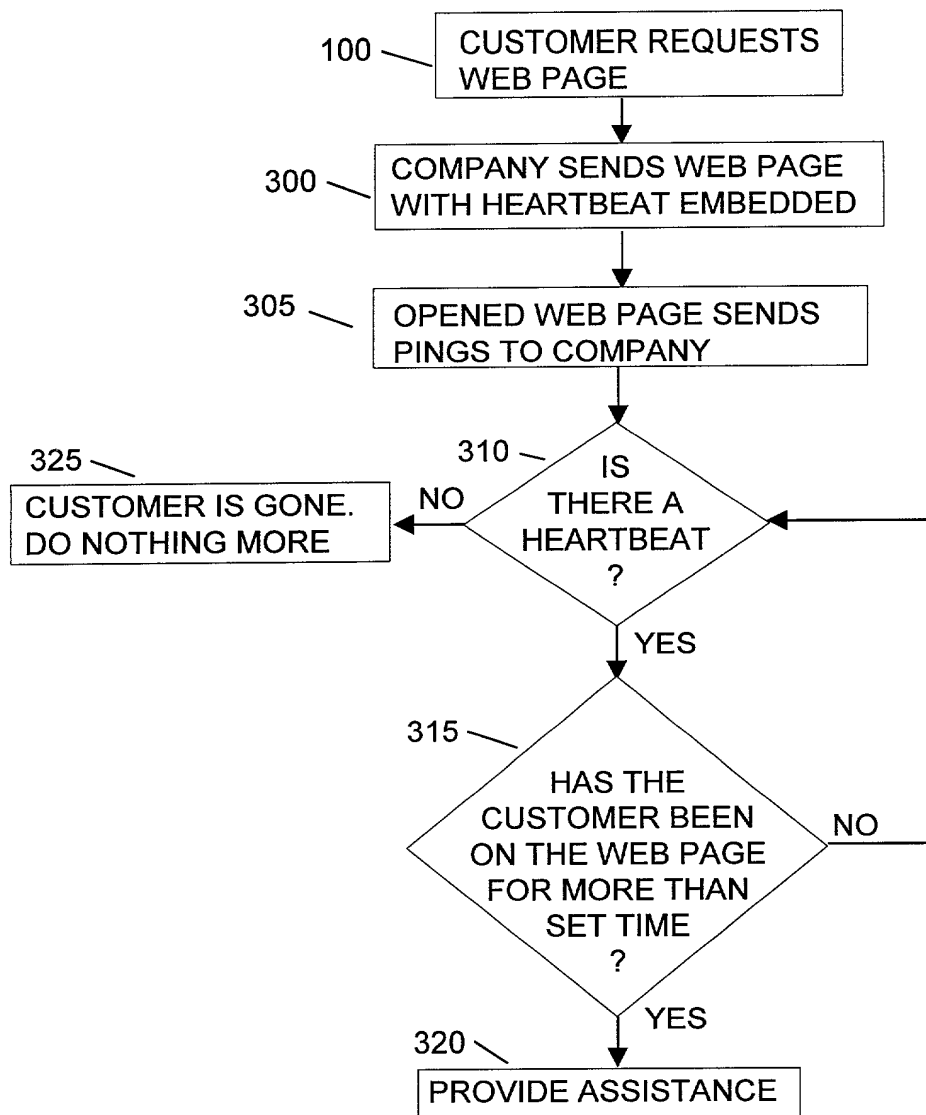


FIG. 3

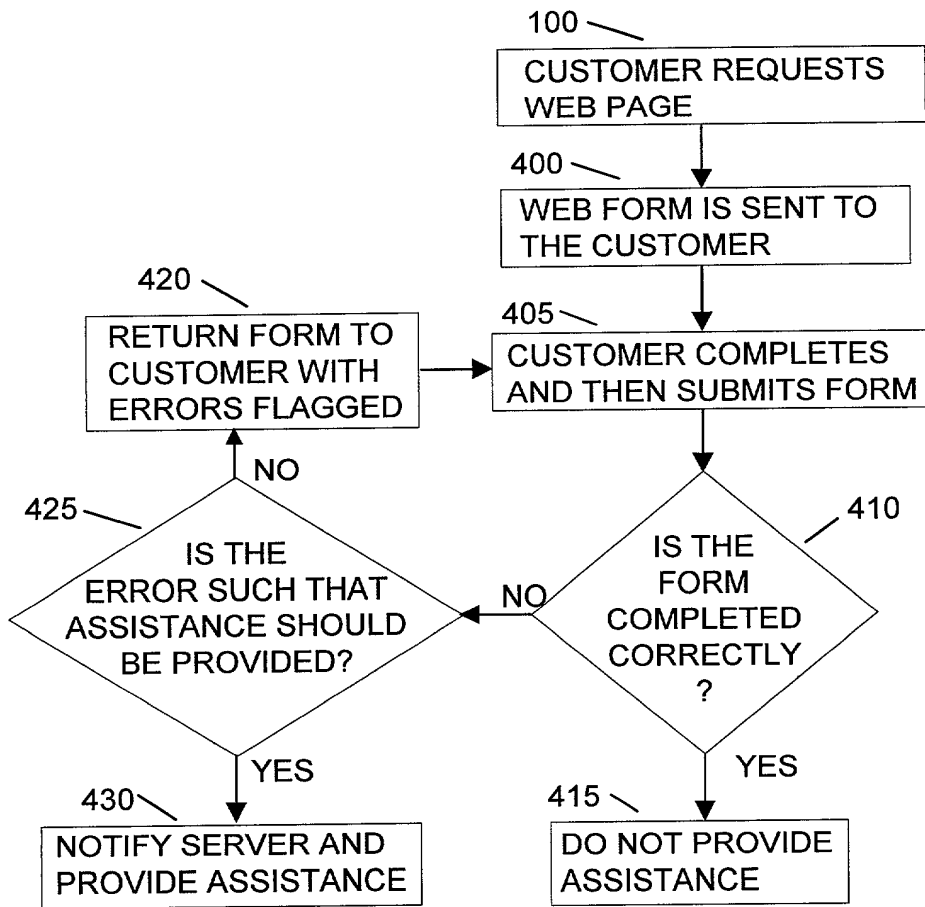


FIG. 4

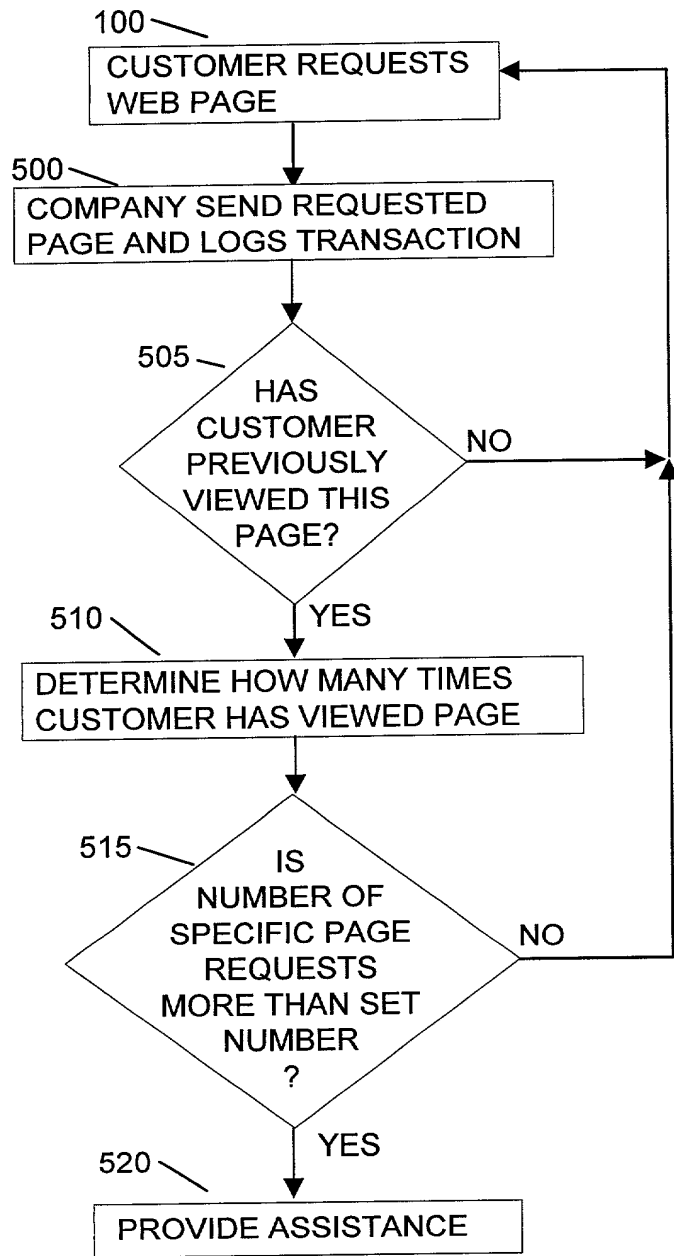


FIG. 5

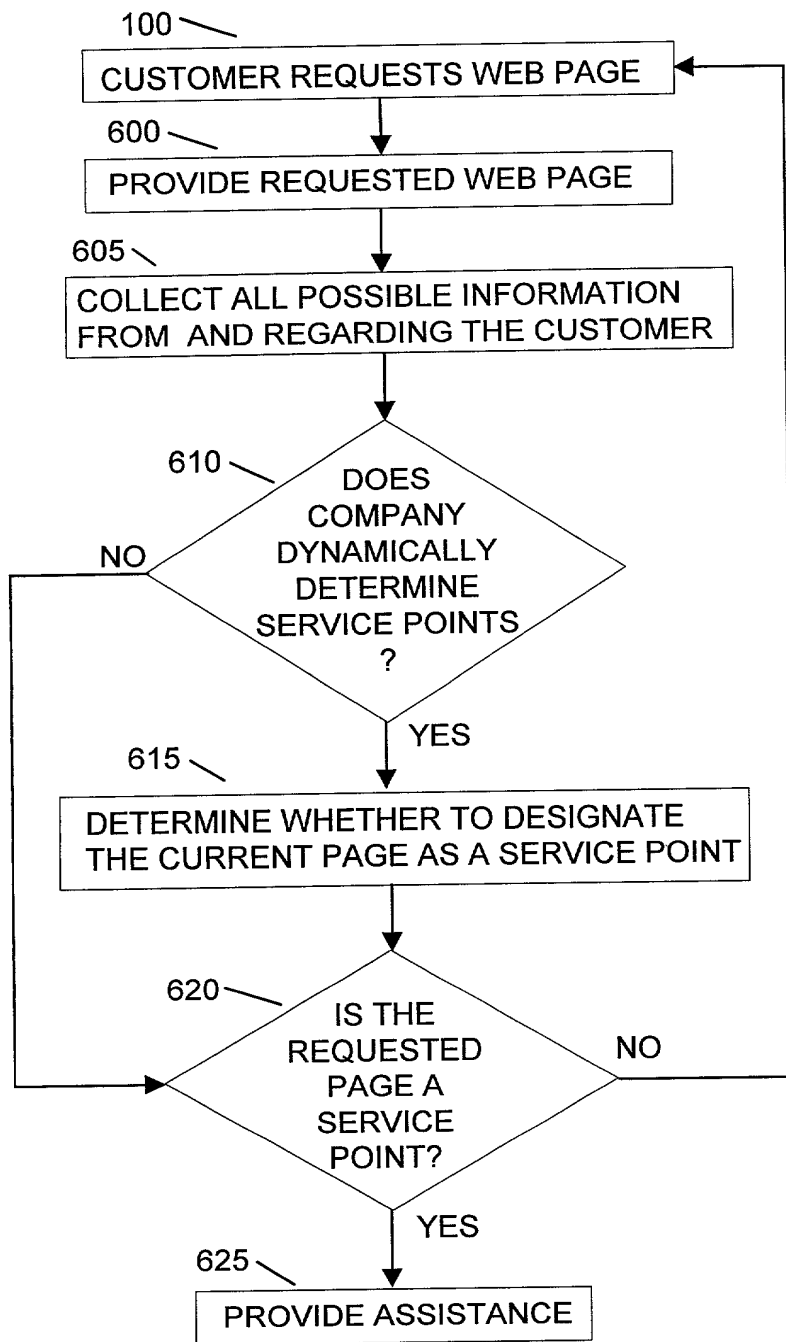


FIG. 6

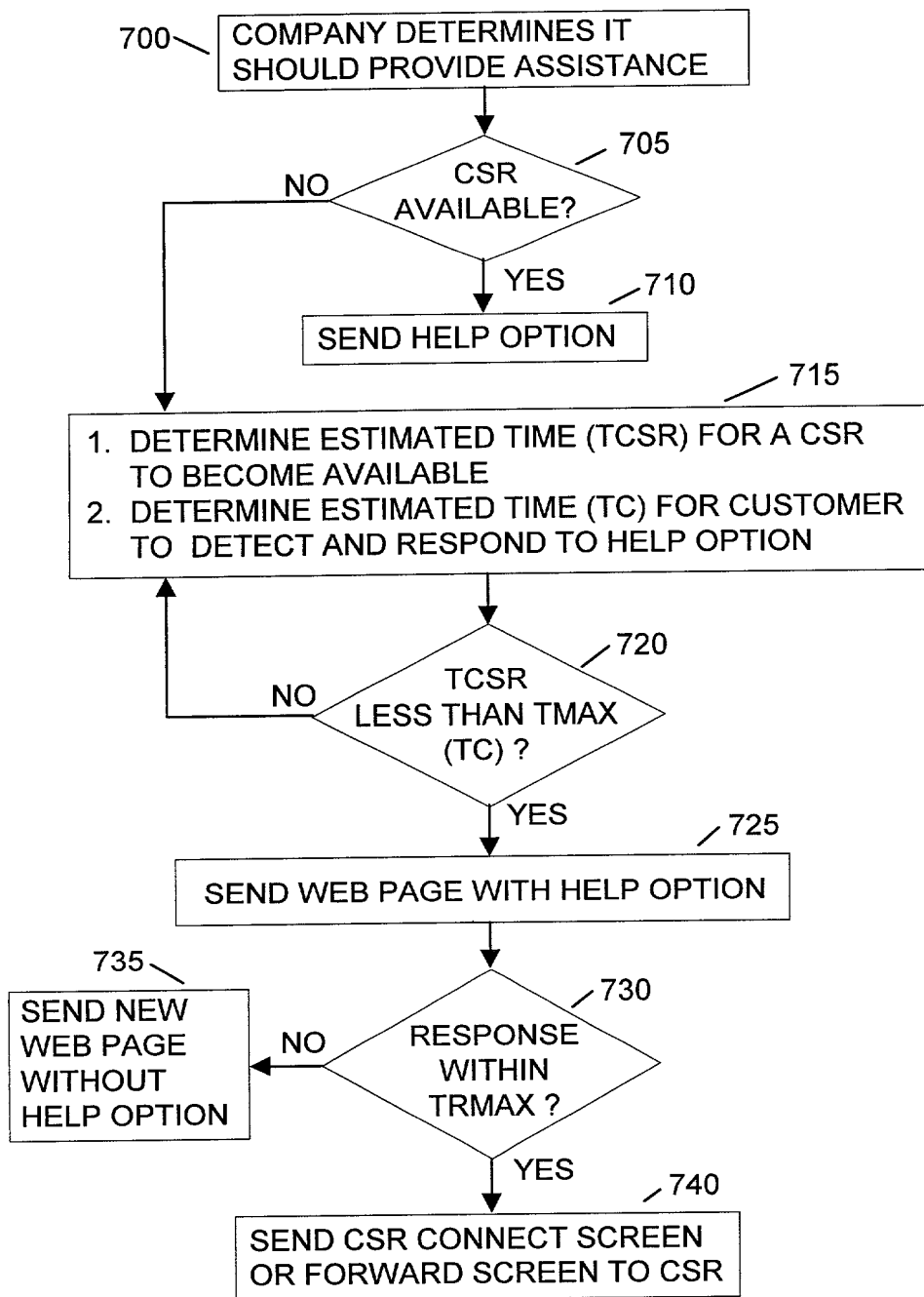


FIG. 7

1. PRESENT WEB PAGE WITH HELP OPTION
2. GATHER STATISTICS ON PERCENTAGE OR NUMBER OF HELP OPTIONS RESPONDED TO AND WHEN
3. GATHER STATISTICS ON CSR ASSISTANCE TIME

800

RECEIVE REQUEST FOR SELECTED WEB PAGE

805

810

1. DETERMINE NUMBER OF OUTSTANDING HELP OPTIONS
2. ESTIMATE MINIMUM NUMBER OF CSRs NEEDED WITHIN TIME TH
3. ESTIMATE NUMBER OF CSRs TO BE AVAILABLE WITHIN TIME TH

815

NO

AVAILABLE
CSRs GREATER
THAN MINIMUM
CSRs ?

YES

820

SEND WEB PAGE
WITHOUT HELP
OPTION

825

SEND WEB PAGE WITH
HELP OPTION

735

SEND NEW WEB PAGE
WITHOUT HELP OPTION

730

RESPONSE
WITHIN
TRMAX ?

NO

YES

740

SEND CSR CONNECT SCREEN OR
FORWARD SCREEN TO CSR

FIG. 8